

# 2003-05 Performance Progress Report

## For Quarter Ending 12/31/2003

Agency 190

### Board of Industrial Insurance Appeals

#### Mission

The mission of the Board of Industrial Insurance Appeals is to serve the public by resolving appeals in a consistent, impartial, timely, and efficient manner.

**Goal** We will offer alternative forms of dispute resolution to meet the needs of our customers on their appeals

**Performance Measure** Average number of weeks to resolve industrial insurance appeals.

\* *Statewide Results: Category 6 Improve the economic vitality of businesses and individuals*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				37				37
Actual								
Date Measured								
<b>Quarter 1 Comment</b>	Statewide goals impacted 2,6,8,11							
<b>Quarter 5 Comment</b>	Statewide goals impacted 2,6,8,11							
<b>Quarter 8 Comment</b>	Statewide goals impacted 2,6,8,11							

**Performance Measure** Average number of weeks to resolve Washington Industrial Safety and Health Act appeals.

\* *Statewide Results: Category 8, Improve the Safety of People and Property*

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				48				48
Actual								
Date Measured								
<b>Quarter 1 Comment</b>	Statewide results impacted: 2,6,8,11							
<b>Quarter 5 Comment</b>	Statewide goals impacted 2,6,8,11							
<b>Quarter 8 Comment</b>	Statewide goals impacted 2,6,8,11							

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### Board of Industrial Insurance Appeals

**Performance Measure** Total number of final orders issued.

\* *Statewide Results: Category 6 Improve the economic vitality of businesses and individuals*

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				13,500				13,500

Actual

Date Measured

**Quarter 1 Comment** Statewide results impacted: 2,6,8,11

**Quarter 5 Comment** Statewide goals impacted 2,6,8,11

**Quarter 8 Comment** Statewide goals impacted 2,6,8,11

**Performance Measure** Average cost per final order.

Efficiency	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				1,100				1,100

Actual

Date Measured